

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 6261

TITLE: PRINTING SERVICES CUSTOMER SERVICE SPECIALIST

GRADE: S-17

DEFINITION:

Under general supervision, provides administrative and logistical support in the area of printing services; advises customers of the most appropriate method of having their work completed within the requested timeframe; and performs related work as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

Not applicable.

ILLUSTRATIVE DUTIES:

Performs customer service duties, including meeting with customers to advise them of the best method(s) to perform their required printing and binding work in the requested timeframe;
Coordinates with clients to spread future and/or recurring printing and binding projects throughout the fiscal year to the extent feasible, so as to avoid costly "rush jobs";
Receives job orders and initiates internal work orders;
Maintains a detailed log of requested work to assist in deciding whether the customer's request should be printed in-house or by a contract vendor;
Ensures that all work can be accomplished within the prescribed deadlines;
Consults with the Printing Services Manager and shift supervisors to ascertain the appropriate direction of work flow and determine the best way to perform the work;
Schedules work with the shift supervisors;
Maintains an inventory of supplies at acceptable levels, and plans for upcoming needs;
Maintains a data base of printing/binding jobs and billing information.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of and familiarity with personal computer-based business applications;
Knowledge of and experience with printing management information software;
Extensive knowledge of offset printing, digital printing, and bindery operations and procedures;
Knowledge of the materials, tools and equipment used in binding and finishing;
Ability to determine which equipment will most efficiently and effectively produce desired results;
Ability to accurately estimate the time requirements for customer requests;
Ability to follow oral and written instructions;
Ability to keep records and prepare reports;
Ability to establish and maintain effective working relationships with co-workers and user agencies.

EMPLOYMENT STANDARDS:

Any combination of education, experience and training equivalent to:
Graduation from high school or a G. E. D. issued by a state department of education; PLUS
Three years of experience in printing services.

CERTIFICATES AND LICENSES REQUIRED:

None.

REGRADED:	March 6, 2009
REVISED:	November 26, 2008
ESTABLISHED:	May 20, 1996